

Congressional Notes



The Who, What, When and Where of Filing a Telephone-Related Complaint

Complaint letters should be legibly printed or typed.

We may not be able to process a constituent's complaint unless the following information is provided:

Who

Constituent's Name
Company Name (where appropriate)
Street Address or Post Office Box
City, State, Zip Code
Daytime telephone number (including area code)

- Copies of correspondence received from the companies involved with the complaint and from state or federal agencies contacted in an effort to resolve the complaint.
- Copies of other documents such as the company's promotional material and the forms used to change long distance companies.

What the Complaint is About

Provide a summary of the complaint and the following information:

- The telephone number or numbers involved with the complaint.
- The names and telephone numbers of the company employees your constituent called in an effort to resolve the complaint, and the dates your constituent spoke with them.
- The names and addresses of your constituent's local telephone company, their preferred telephone company (if the complaint involves an unauthorized change of telephone companies), and all other companies involved with the complaint.
- The action requested, such as a credit or refund for disputed charges.
- Copies of the telephone bill or bills listing the disputed charges. The disputed charges should be circled on the copy of the bill(s).

When

The date or dates of the incidents involved with the complaint.

Where

Specify whether the complaint involves residential or business telephone service.

For calls placed away from your constituent's residence or business location, include information such as:

- ✓ The name, address and telephone number for the hotel, motel, hospital or other entity where the payphone or public telephone involved with the complaint is located.
- ✓ The name of the company -- called an Operator Service Provider -- providing long distance service for that telephone.
- ✓ The number on the telephone, and the telephone vendor (if identified on the telephone).